SMART

STATEWIDE MANAGEMENT, ACCOUNTING AND REPORTING TOOL

Participant Guide –

AR354: Advanced Billing Process

State of Kansas

As of March 11, 2010 **Final**

TABLE OF CONTENTS

Course Overview

Course Objectives

Upon completion of the course, you will be able to:

- Define key Billing terms, processes, and roles
- Finalize and print bills
- Maintain bills

Agenda

Today, we will cover the following topics:

- End-to-End Billing Process
- Billing Roles
- Finalizing and printing bills
- Creating Consolidated Bills
- Maintaining Bills

Participant Notes:

Lesson 1: Advance Billing Overview

Objectives

Upon completion of this lesson, you will be able to:

- Define advanced Billing terms
- Explain the end-to-end Billing process
- Explain advanced Billing roles

Topic 1: Advanced Billing Overview

- **Consolidated** – You may have customers who want to receive multiple invoices grouped together, or consolidated, for ease in processing. With SMART Billing, you can consolidate billing by customers. To consolidate bills, you:
    - Create a consolidated bill header
    - Attach individual bills to the consolidated bill header
- **Non-Consolidated** – Individual bills or invoices to customers

Note: Bills are NOT invoices. Bills do not have the status of INV. Invoices are bills that have been processed and finalized. Invoices cannot be copied or updated

Participant Notes:

Topic 2: End-to-End Billing Process

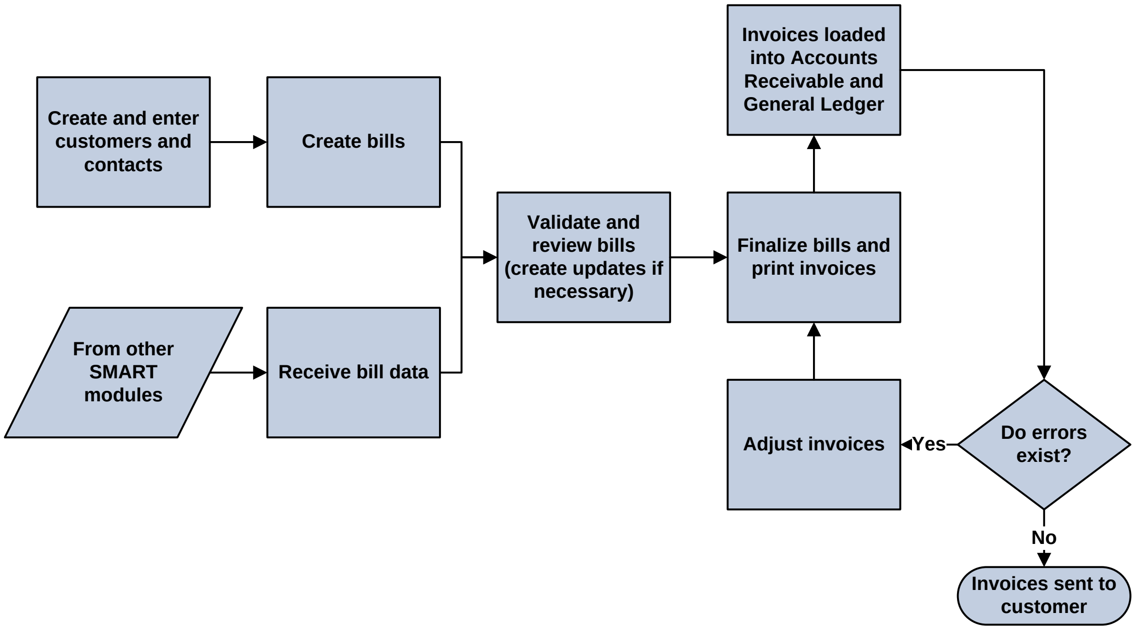


Figure 1. Billing Lifecycle Process

Participant Notes:

Topic 3: Billing Roles

The following role is involved in the Advance Billing Process

Role	Description
Billing Administrator (BI)	This role is responsible for setting bills to "ready" status and running the finalize and print process to finalize invoices, as needed. This role also maintains agency-configured values in the Billing module.
Billing Processor	This role is responsible for creating new standard invoices and Pro Formas, copy single or groups of bills, reprint and review invoices, setting up and modifying installment schedules, creating new consolidated invoices, and printing invoices.
Central BI Configurator	This role is responsible for maintaining centrally controlled BI configuration values such as Remit To Addresses and Billing Sources.

Table 1. Advanced Billing Roles

Lesson Review

In this lesson, you learned:

- Advanced Billing terms
- The end-to-end Billing process
- The advanced Billing roles

Participant Notes:

Additional Resources

The following are additional resources that provide more detail about the topic we have covered:

- SMART Glossary
  http://www.da.ks.gov/smart/training/coursematerials/
- Accounts Receivable and Billing Business Process Flows
  http://www.da.ks.gov/smart/training/coursematerials/
- SMART Accounts Receivable and Billing Job Aids—Billing Hierarchy, Payment Terms, Entry Types, Bill Entry Process, Cycle ID
  http://www.da.ks.gov/smart/training/coursematerials/
- Department of Administration Accounts and Reports
  http://www.da.ks.gov/ar/

Participant Notes:

Lesson 2: Finalize and Print Bills

Objectives

Upon completion of this lesson, you will be able to:

- Process Invoices
- Create a consolidated bill header
- Attach a bill to a consolidated bill
- Finalize and print consolidated invoices
- Review the load of pending items into Accounts Receivable for consolidated billing

Topic 1: Process Invoices

- You create invoices from the bills in the billing system, with the exception of template bills, which are used to create consolidated bills. There are a number of actions, both optional and required, that you perform to generate invoices. For example, you must enter all necessary header and line information and change the status of the bill to *RDY* (Ready).
- Once you complete these steps, you finalize the bill, print one or more copies or create an invoice, and send it to the customer. You control when to finalize the bill, when to print the invoice, and when to send it to the customer.
- The Finalize and Print multi-process job runs the following process:
    - **Preprocess and Finalization**: Runs the actual bill finalization process, which produces an invoice
- Finalization changes the bill status from RDY to INV (Invoiced). Once the invoice status is INV, the invoice information can be loaded into tables for subsequent processing by receivables or general ledger.

Participant Notes:

Finalize and Print Invoices Page:
Use this page to select the parameters for printing invoices.

Page Name	Navigation
Finalize and Print	Billing > Generate Invoices > Non-Consolidated > Finalize and Print Invoices

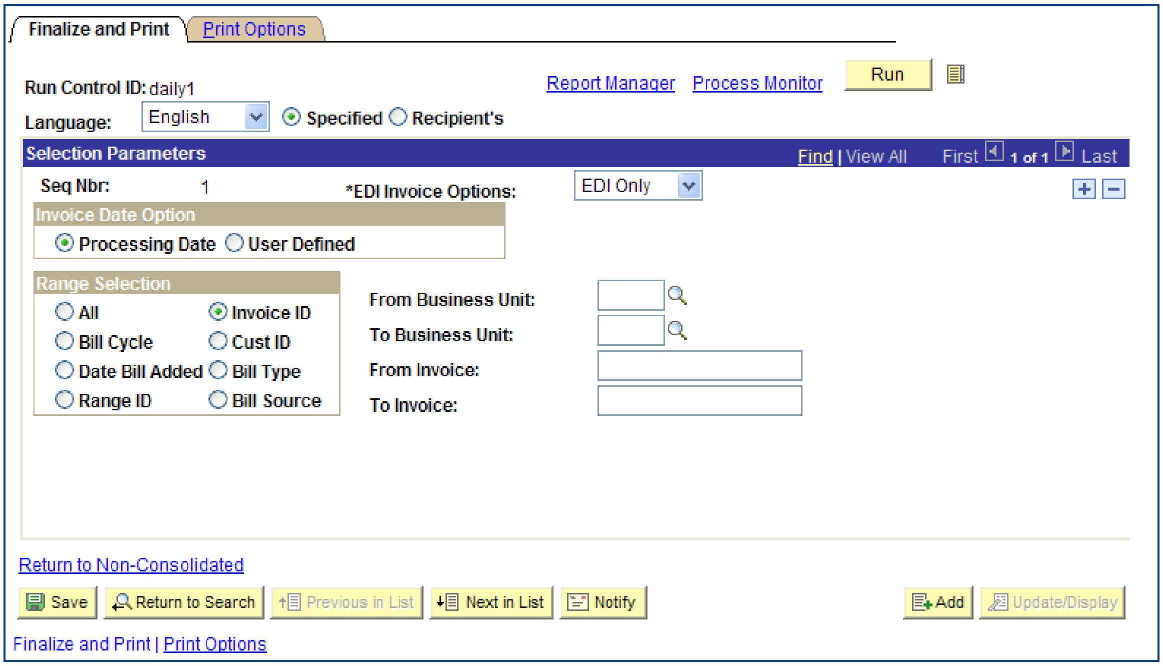


Figure 2. Finalize and Print Page

Field	Description
To and From Business Unit	Use these files to enter the same agency specific business unit. DO NOT leave these fields blank.

Participant Notes:

Field	Description
Range Selection	Use this section to select the range type of bills you wish to finalize and print. It is best practice to use Invoice ID so one division of an agency does not accidentally create invoices for another division of that agency who might not be ready to create their own bills.
From Invoice	Use this field to enter the invoice number you wish to process. The **To** and **From** fields change depending on which Range Selection option chosen.
To Invoice	This field is the same as the From Invoice. The **To** and **From** fields change depending on which **Range Selection** option chosen.

Table 2. Finalize and Print Page Elements

Topic 2: Researching Invoiced Bill Lines

- Using the **Bill Line Search** page in the **Locate Bills** menu, you can search for any bill line, regardless of the status. When you choose a retrieved bill line, you can drill down to the **Header – Info 1** and **Line – Info 1** pages in view only mode.

Walkthrough/Activity

We will now complete a walkthrough using a UPK simulation: Researching Invoiced Bill Lines.

Topic 3: Researching Invoiced Bills

- In SMART Billing, you can search for bills by specifying a search criterion. This enables you to review only those bills that meet your requirements.
- You can drill back into the bill being researched from this page

Bill Search Page:

Participant Notes:

Use this page to search for invoiced bills.

Page Name	Navigation
Bill Search	Billing > Locate Bills > Bills Invoiced

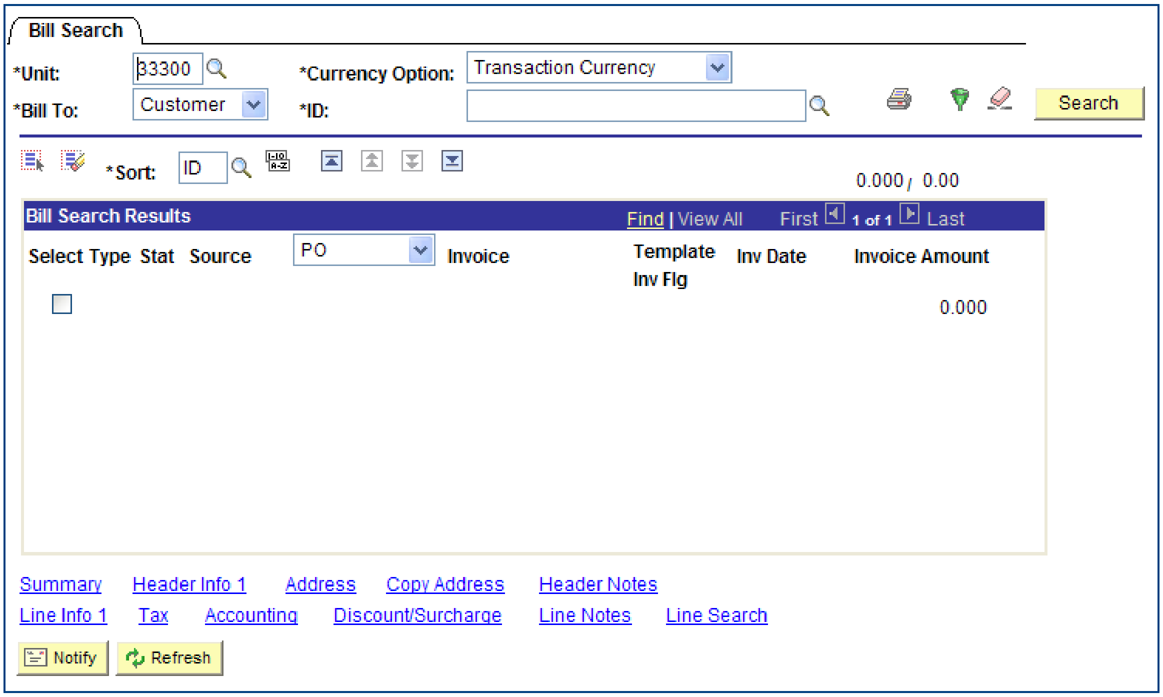


Figure 3. Bill Search Page

Field	Description
Unit	Use this field to enter the Agency specific business unit
Bill To	Use this field to select between *Customer* and *Contract*
ID	Use this field to enter the **Customer ID** or the contract number

Participant Notes:

Field	Description
Sort	Use this field to sort the order of the searched bill lines. Bills can be sorted based on **Invoice Amount**, **Invoice Status**, **Invoice Number** by either ascending or descending
Bill Search Reset	Use this icon to reset search parameters
Header Selection Criteria	Use this icon to refine bill search criteria on the **Bill Search Criteria** page

Table 3. Bill Search Page Elements

Bill Search Criteria Page:
Use this page to refine bill search criteria.

Page Name	Navigation
Bill Search Criteria	Billing > Locate Bills > Bills Invoiced > Header Selection Criteria Icon

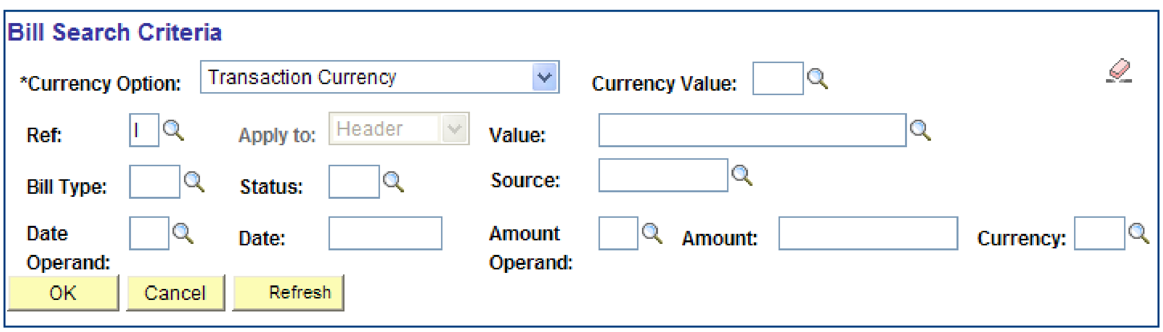


Figure 4. Bill Search Criteria Page

Participant Notes:

Header 2 Info Page:
Use this page to view additional general bill information at the header level.

Page Name	Navigation
Header 2 Info	Billing > Locate Bills > Bills Invoiced >Header-Info 1 link > Header-Info 2 link

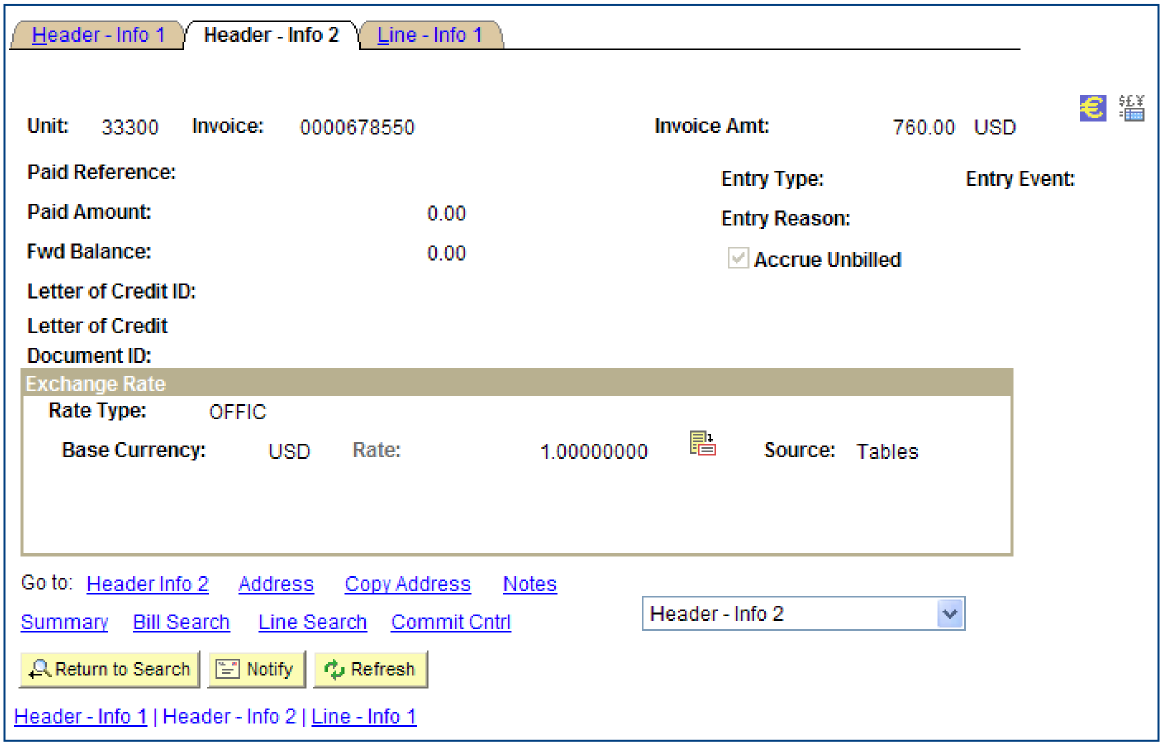


Figure 5. Header - Info 2 Page

Walkthrough/Activity

We will now complete a walkthrough using a UPK simulation: Researching Invoiced Bills.

Participant Notes:

Topic 4: Processing and Printing Consolidated Bills

- A consolidated bill groups individual bills for **<u>ONE</u>** customer into a single bill. This bill can be sent to different locations, if required. A consolidated bill consists of the consolidated bill header and attached bills.
- The consolidated bill header acts as the "glue" for the attached bills
- You can pre-process, finalize, and print consolidated invoices. Consolidated bills can be finalized and invoices printed after the individual bills, and bill header status is changed to RDY. The Consolidated Finalize and Print process performs the following actions:
    - Pre-processes and finalizes the specified consolidated bills
    - Prints portrait formatted invoices
    - Prepares invoice information to move to Accounts Receivable
- It is best practice to return to the Address page to verify the address information is correct

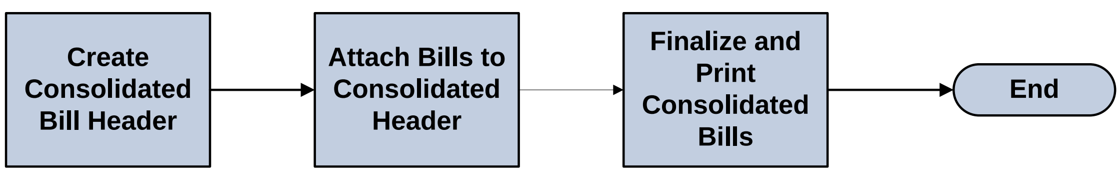


Figure 6. Processing and Printing Consolidated Bills Process

Header Page
Use this page to create a consolidated bill header. A consolidated bill header has its own payment term, invoice date, and due date.

Page Name	Navigation
Header	Billing > Maintain Bills > Create Consolidated Header

Participant Notes:

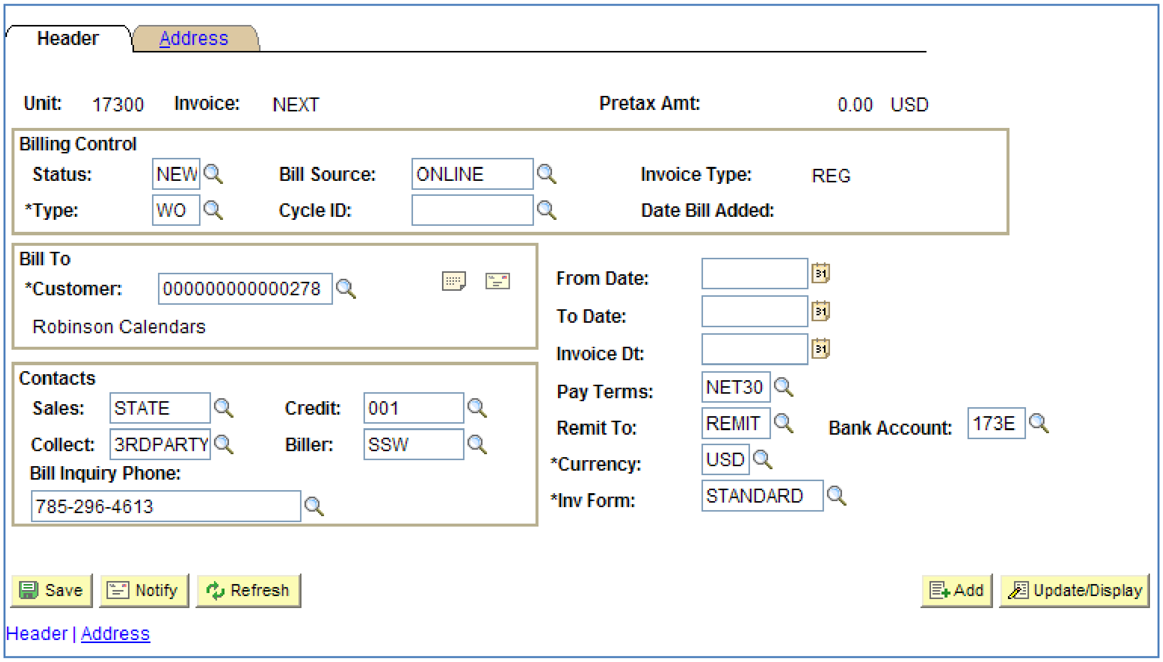


Figure 7. Header Page

Field	Description
Type	This field is also known as Bill Type, which represents a category of activity that should be grouped together on a particular bill. A different Bill Type can be established for each type of service. Bills can be searched for and reported on based on bill type. Some Bill Type examples might be *Professional Services*, *Real Estate and Leasing*, *Printing,* or *Assets*. Bill Types are not printed on the invoice.
Bill Source	SOK is only using **Online** or **Contracts** for Bill Source

Participant Notes:

Field	Description
Status	Use this field to enter the status of the consolidated bills: *NEW* when creating the header, *RDY* after the bills have been attached
Contacts Section	This section information defaults based on the customer ID

Table 4. Header Page Elements

Page Name	Navigation
Address Page	Billing > Maintain Bills > Create Consolidated Header > Address

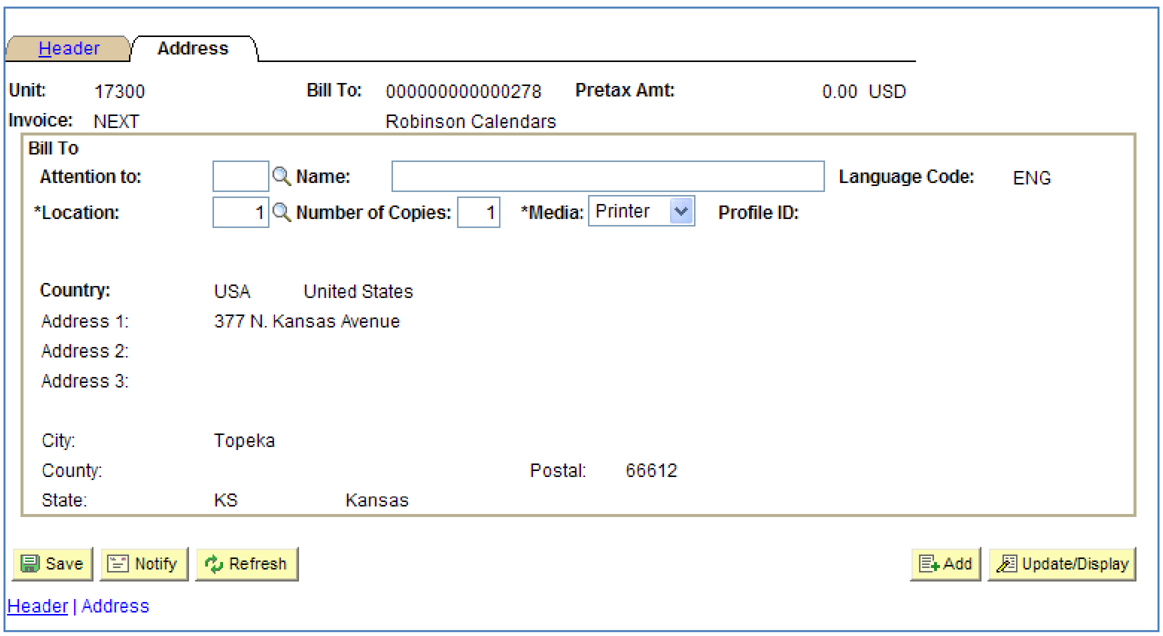


Figure 8. Address Page

Field	Description

Participant Notes:

Field	Description
Attention to	SMART populates this field with contact information for one contact within the customer, if one exists. This field is optional.
Name	Use this field to enter the name of the contact person
Location	Use this field to specify the location the consolidated bill is to be sent to if the customer has more than one address. *Location 1* defaults.

Table 5. Address Page Field Data

Attach and Detach Bills Page:
Use this page to locate and select the bills you want to attach to the consolidated bill header.

Page Name	Navigation
Attach and Detach Bills	Billing > Maintain Bills > Attach and Detach Bills

Participant Notes:

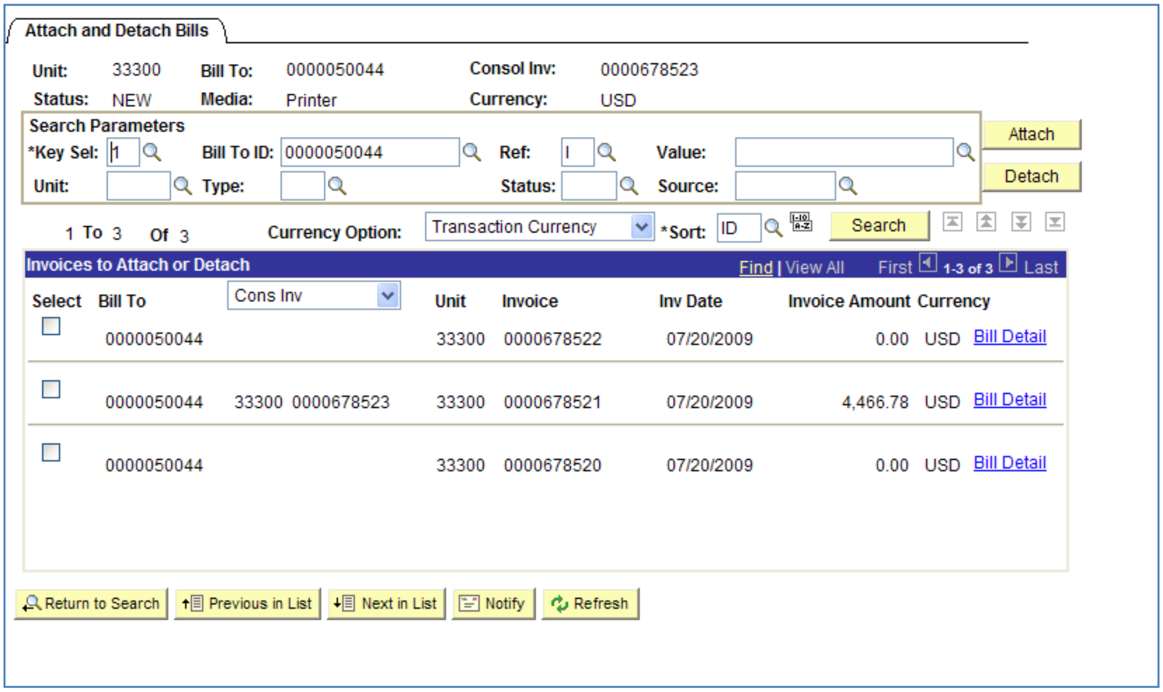


Figure 9. Attach and Detach Bills Page

Field	Description
Key Sel	The selection in this field determines the values that are available in the other search fields and the invoices that are returned. The SOK values are *Customer*, *Contract*, or *Consolidation Key*.
Bill To ID	This field is directly related to the selection in the **Key Sel** field. For example, if Key Sel is *Customer*, then the Bill To ID would be *Customer*.
Ref	Use this field to reference what you want to search by. For example, *C* (Contract Number), *I* (Invoice), or *J* (Project ID).

Participant Notes:

Field	Description
Value	Use this field in association with **Ref** to narrow down your search. For example, if you selected *N* in the **Ref** field (*Consolidated Invoice)* then the look up for Value would only show the consolidated invoices.
Unit	Use this field to enter the Agency specific Business Unit
Type	Use this field search by bill type, if necessary
Status	Use this field to enter the Bill Status. Bills in any status other than *INV* can be attached to a consolidated header, but the consolidated header cannot be processed until all attached bills are in the status of *RDY*.
Source	Use this field to enter the bill source. SOK Bill Sources are *Contracts* and *Online.*
Sort	Use this field to view the bills in a specific sorted format by Invoice Amount, Bill To Customer, Invoice Number, or Invoice Status. All sorted information can be in ascending or descending order.

Table 6. Attach and Detach Bills Page Elements

Consolidated Final and Print Page:
Use this page to enter the process request parameters.

Page Name	Navigation
Consolidated Final and Print	Billing>Generate Invoice > Consolidated > Finalize and Print Invoices

Participant Notes:

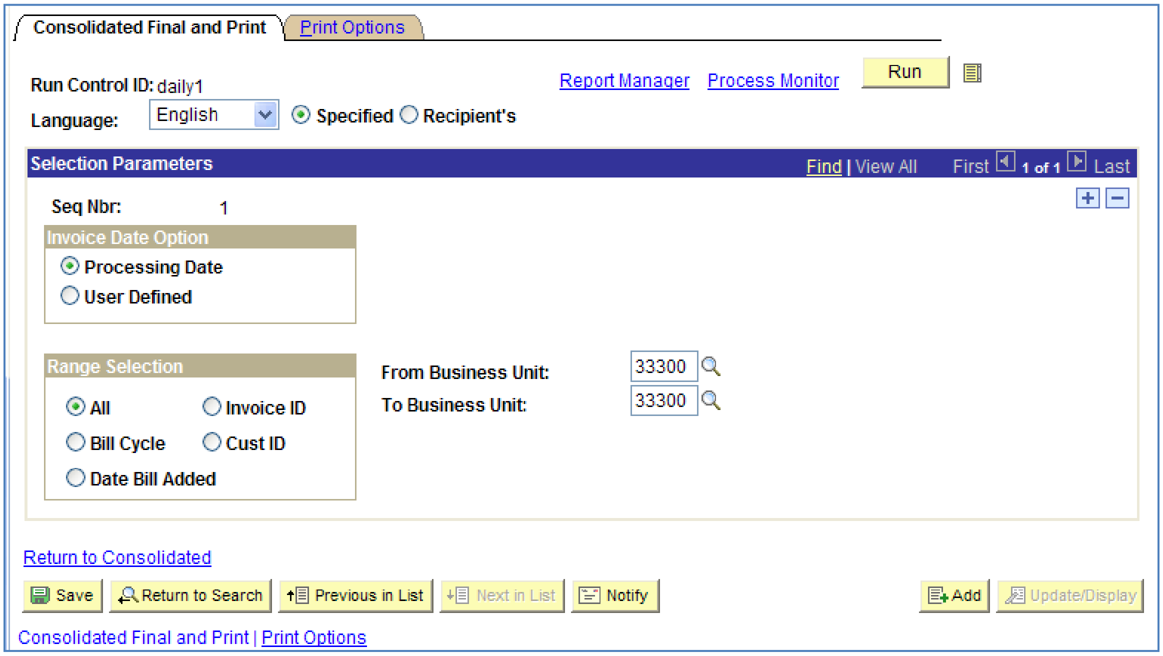


Figure 10. Consolidated Final and Print Page

Field	Description
Range Selection	Use this section to select the range type of bills you wish to finalize and print. It is best practice to use Invoice ID so one division of an agency does not accidentally create a consolidated bill for another division of that agency who might not be ready to create their own bills.
Bills To Be Processed	Use this icon to open the Bills To Be Processed Page. It is best practice to use this page to review bills before finalizing and printing.

Table 7. Consolidated Final and Print Page Elements

Participant Notes:

Bills To Be Processed Page:
Use this page to view all the bills in the range selection. The bills reflect the options that you define on the main page. Depending on how you access the page, some fields may not appear. Each line item, or invoice number, is a consolidated invoice that could have several bills attached. Only bills in a RDY status display on this page.

Page Name	Navigation
Bills To Be Processed Page	Billing > Generate Invoice > Consolidated > Finalize and Print Invoices > Bills To Be Processed Icon

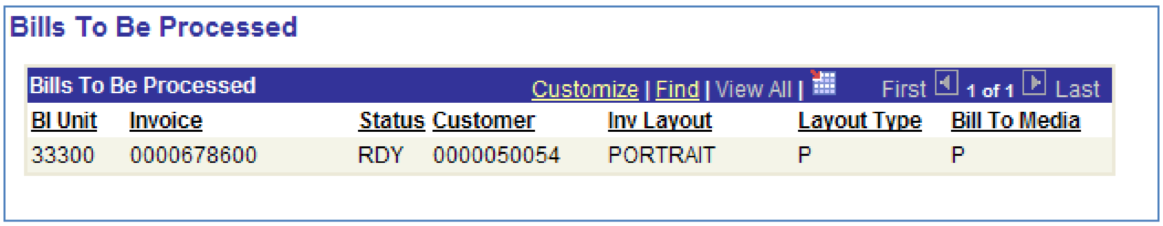


Figure 11. Bills to Be Processed Page

Walkthrough/Activity

We will now complete a walkthrough using a UPK simulation: Processing and Printing Consolidated Bills.

Walkthrough/Activity

We will now complete Activity 1: Finalizing and Printing Consolidated Bills in your Activity Guide.

Participant Notes:

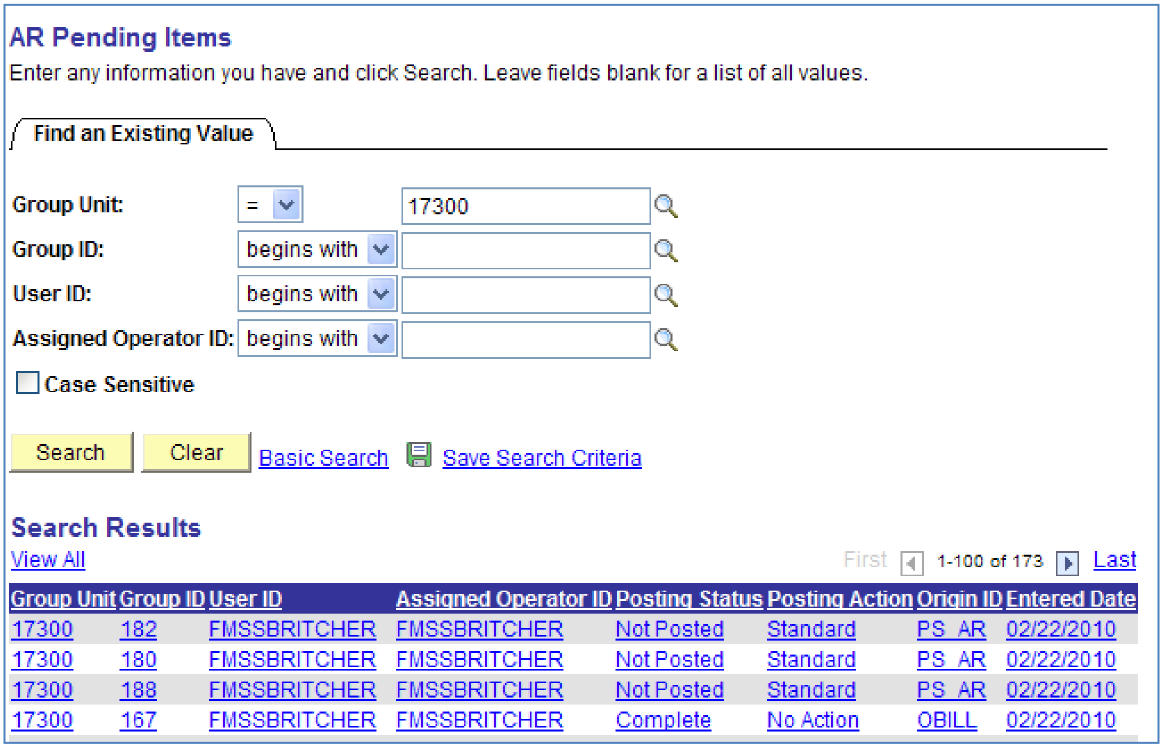
Topic 5: Review Accounts Receivable

- An automatic (batch) process loads invoice information into AR pending items after consolidated and non-consolidated invoices have been generated, or after the bills are in **INV** status. There is no user action required. However, verification of a successful load of pending items into AR is necessary.

AR Pending Items Page:
Use this page to search and verify that all bills and bill types (consolidated and non-consolidated) were loaded successfully into Accounts Receivable. The only field that is of value is **Group Unit**. All other fields are unknown to the end user at the time of the search.

Page Name	Navigation
AR Pending Items	Review Billing Information > AR Pending Items

Participant Notes:



AR Pending Items

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Group Unit:	=	17300
Group ID:	begins with	
User ID:	begins with	
Assigned Operator ID:	begins with	

Case Sensitive

Search Clear Basic Search Save Search Criteria

Search Results

View All First 1-100 of 173 Last

Group Unit	Group ID	User ID	Assigned Operator ID	Posting Status	Posting Action	Origin ID	Entered Date
17300	182	FMSSBRITCHER	FMSSBRITCHER	Not Posted	Standard	PS_AR	02/22/2010
17300	180	FMSSBRITCHER	FMSSBRITCHER	Not Posted	Standard	PS_AR	02/22/2010
17300	188	FMSSBRITCHER	FMSSBRITCHER	Not Posted	Standard	PS_AR	02/22/2010
17300	167	FMSSBRITCHER	FMSSBRITCHER	Complete	No Action	OBILL	02/22/2010

Figure 12. AR Pending Items Page

Field	Description
Group Unit	Use this field to enter your agency specific business unit

Table 8. AR Pending Items Page Field Description

Walkthrough/Activity

We will now complete Activity 2: Review Accounts Receivable for Consolidated Billing in your Activity Guide.

Participant Notes:

Lesson Review

In this lesson, you learned:

- How to create a consolidated bill header
- How to attach a bill to a consolidated bill
- How to process invoices
- How to finalize and print consolidated invoices
- How to review the load of pending items into Accounts Receivable for consolidated billing

Walkthrough/Activity

We will now complete Activity 3: Creating Consolidated Bills in your Activity Guide.

Additional Resources

The following are additional resources that provide more detail about the topic we have covered:

- SMART Glossary
  http://www.da.ks.gov/smart/training/coursematerials/
- Accounts Receivable and Billing Business Process Flows
  http://www.da.ks.gov/smart/training/coursematerials/
- SMART Accounts Receivable and Billing Job Aids
  http://www.da.ks.gov/smart/training/coursematerials/
- Department of Administration Accounts and Reports
  http://www.da.ks.gov/ar/

Participant Notes:

Lesson 3: Maintaining Bills

Objectives

Upon completion of this lesson, you will be able to:

- Credit a bill and create a rebill
- Credit a bill line and apply to an existing bill
- Credit a bill line reversal and rebill
- Credit a net bill line adjustment

Topic 1: Key Concepts

- When adjusting bills you can
  - Associate new entry types, reasons, and distribution codes within the bills
  - Calculate new totals
- You can adjust a bill header or line only <u>once</u>
- **Rebill –** You may need to credit an entire bill and rebill. For example, you discover a shipment was sent to the wrong customer.
- **Bill Line Reversal –** You may need to adjust bill lines after invoices are generated. For example, if a customer returns items shipped on an order or if the original bill line has incorrect information, you can adjust the bill line.
- **Net Bill Line Adjustment –** This is used to create an adjustment for a particular bill line. For example, a customer has been overcharged for an item.
- To adjust bills and bill lines, SMART provides the **Adjust Bills** function. Use the **Adjust Bills** function when you must make invoice changes. You can credit entire bills and rebill with one action, or select only certain lines to rebill. You can also add lines of activity and rebill, associate new entry types and reasons with the bills, associate new distribution codes, and calculate new totals. Once the new bill has been created, you can then make the necessary corrections.
- You can adjust any bill in SMART <u>except</u> consolidated bill headers.

Participant Notes:

- However, if the bill originated from an external source, you can initiate the adjustment directly from Billing

Topic 2: Credit a Bill

- If a customer returns goods shipped or the original invoice has incorrect information, you can adjust the entire bill by using the **Adjust Entire Bill** function.
- For a bill to be adjusted, the bill must have a status of *INV* (Invoiced)

Adjust Entire Bill Page:
Use this page to credit entire bills and reverse original invoices or to credit entire bills and rebill with the correct information.

Page Name	Navigation
Adjust Entire Bill	Billing > Maintain Bills > Adjust Entire Bill > Find an Existing Value

Participant Notes:

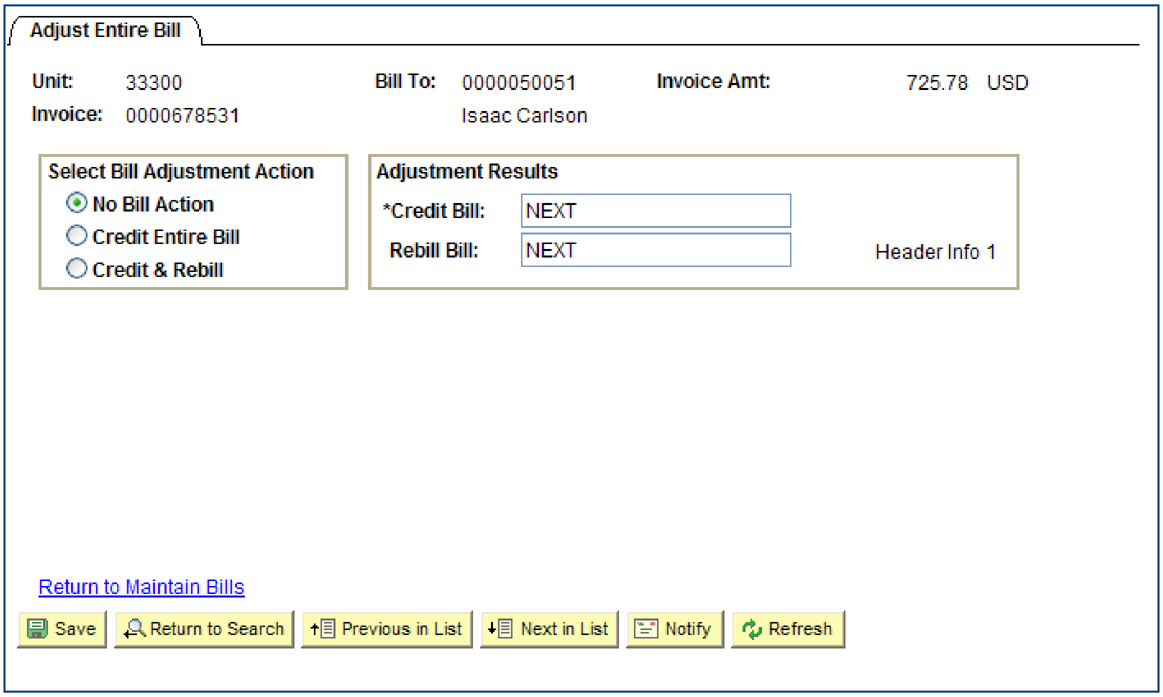


Figure 13. Adjust Entire Bill Page

Field	Description
Select Bill Adjustment Action	Use this field to select the radio button for **Credit Entire Bill**
Credit Bill	It is best practice to override the *NEXT* default value to keep a credit line history of the original bill. By using the original invoice ***ID*** with *CR* that precedes or follows the invoice allows for bill location.
Rebill Bill	It is best practice to override the *NEXT* default value to keep a credit line history of the original bill. By using the original invoice **ID** with *RB* that precedes or follows the invoice allows for bill location.

Participant Notes:

Field	Description
No Bill Action	No action for the displayed bill occurs at this time. When you first access the page, the system uses this value as the default action. This prevents you from adjusting a bill unintentionally. Whenever you save the process, this default action resets.
Credit Entire Bill	Create a credit bill for the displayed bill. The bill has a status of *RDY* (ready).
Credit & Rebill	Create a credit bill and create a copy of the displayed bill. The rebill copy has the status of *NEW.*

Table 9. Adjust Entire Bill Page Elements

Adjustment History Page:
Use this page to review bill adjustment history.

Page Name	Navigation
Adjustment History	Review Billing Information > Adjustment History > Adjustment History

Participant Notes:

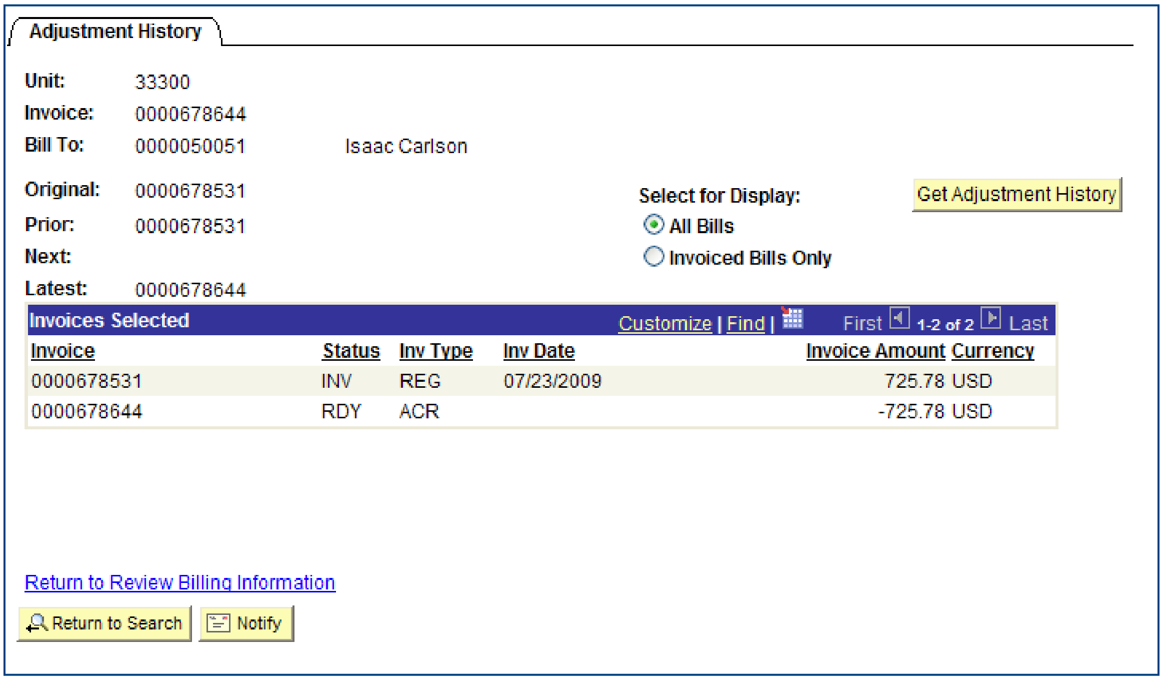


Figure 14. Adjustment History Page

Walkthrough/Activity

We will now complete Activity 4: Credit a Bill in your Activity Guide.

Topic 3: Credit an Entire Bill and Rebill

- The **Adjust Entire Bill** function enables you to adjust the bill either by crediting the entire bill or by crediting the original bill and rebilling. The credit and rebill actions are performed in one-step.
- After the new bill is created, you can make any modifications as required. The credit bill is created with a status of *RDY* (Ready) and the rebill is created with a status of *NEW* (New).

Participant Notes:

Walkthrough/Activity

We will now complete Activity 5: Credit an Entire Bill and Rebill in your Activity Guide.

Topic 4: Credit a Bill Line and Apply to an Existing Bill

- You may need to adjust bill lines after invoices are generated. For example, if a customer returns items shipped on an order or if the original bill line has incorrect information, you can adjust the bill line.
- You can choose to adjust specific bill lines and add it to an existing invoice. To do this, there must be an existing bill for the customer, and that bill must have a status of **RDY** (Ready) or **NEW** (New).

Note: You cannot add an adjustment line to an invoiced bill.

Adjust Selected Bill Lines Page:
Use this page to adjust specific bill lines.

Page Name	Navigation
Adjust Selected Bill Lines	Billing > Maintain Bills > Adjust Selected Bill Lines > Find an Existing Value

Participant Notes:

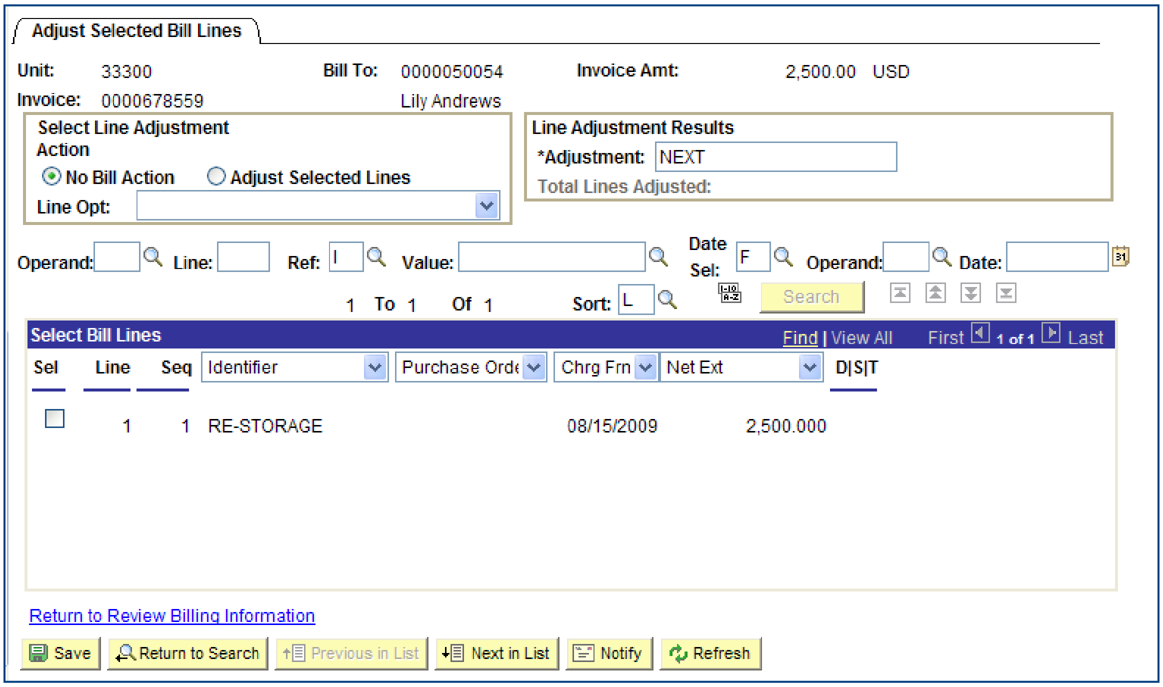


Figure 15. Adjust Selected Bill Lines Page

Walkthrough/Activity

We will now complete Activity 6 Credit a Bill Line and Apply to an Existing Bill in your Activity Guide.

Topic 5: Creating a Bill Line Reversal and Rebill

- SMART enables you to adjust specific bill lines for an invoice. When you adjust a bill line by using the Create Reversal and Rebill action, SMART creates two new lines – one that credits the original line and another that reflects the adjustment.

Participant Notes:

Adjustment Line Summary Page:
Use this page to review the summary details of adjustment lines for a particular bill.

Page Name	Navigation
Adjustment Line Summary	Review Billing Information > Review Line History > Find an Existing Value

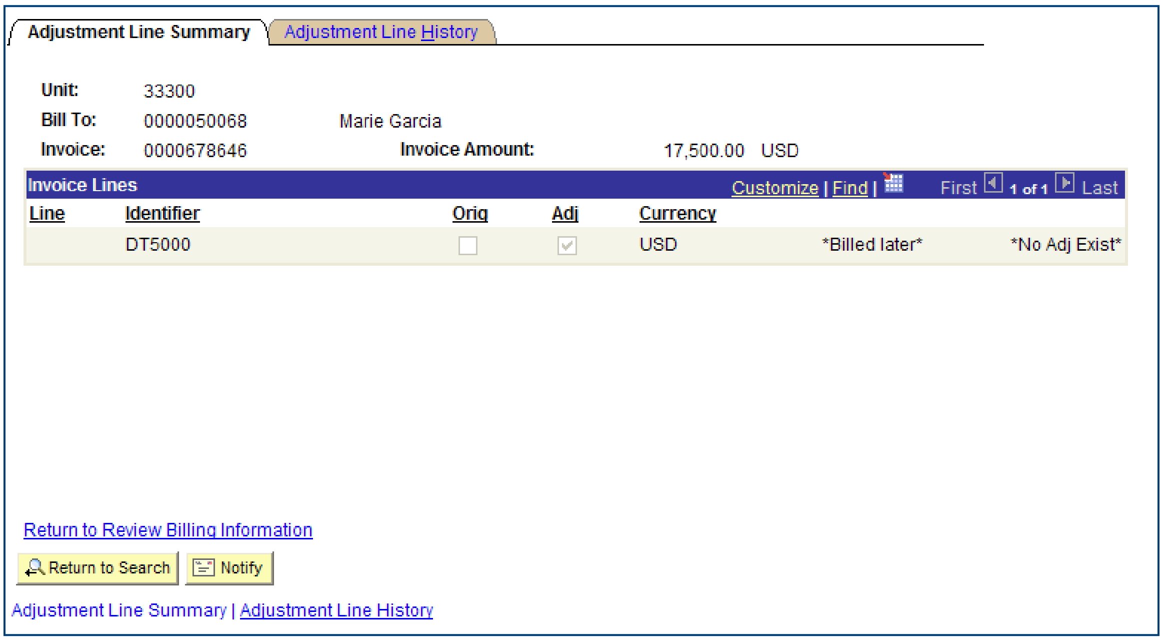


Figure 16. Adjustment Line Summary Page

Adjustment Line History Page:
Use this page to review details, including all adjustments, for each bill line.

Page Name	Navigation
Adjustment Line History	Review Billing Information > Review Line History > Find an Existing Value >Adjustment Line History

Participant Notes:

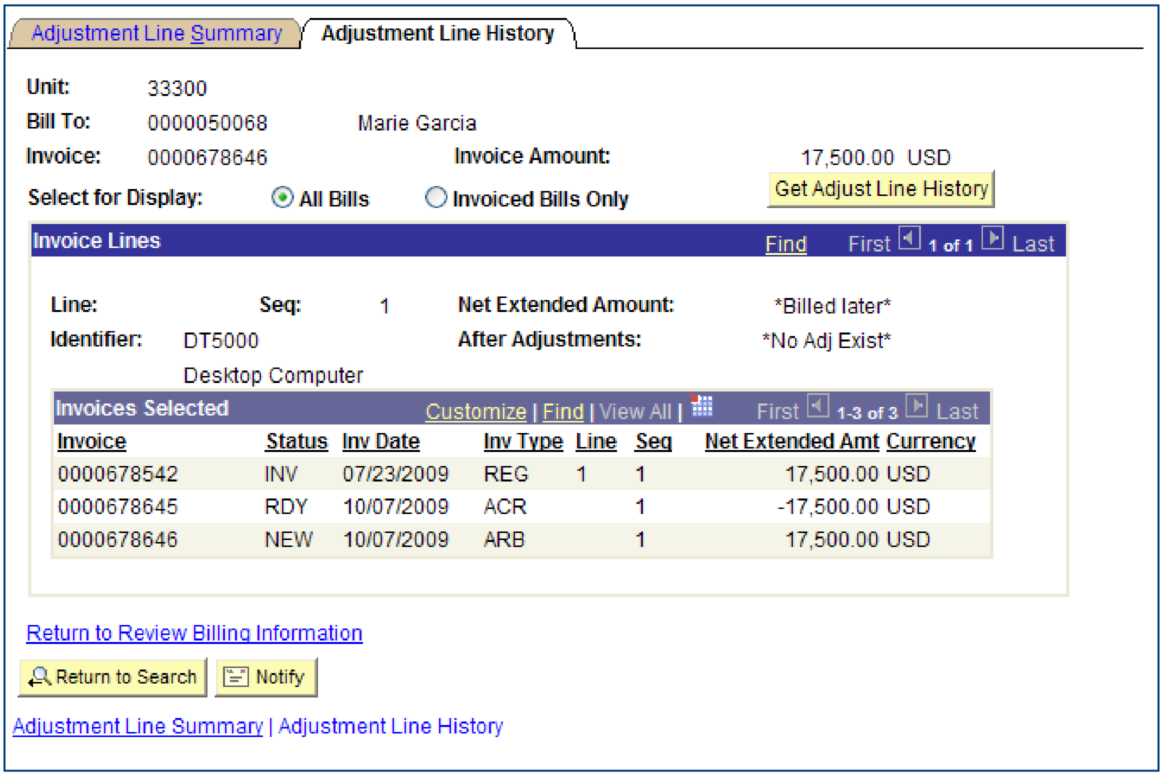


Figure 17. Adjustment Line History Page

Walkthrough/Activity

We will now complete Activity 7: Creating a Bill Line Reversal and Rebill in your Activity Guide.

Topic 6: Creating a Net Bill Line Adjustment

- SMART Billing enables you to create a net adjustment for the bill line. You can choose to apply the adjustment to an existing bill that has not been invoiced for the customer, or create a new bill. Creating a net adjustment for a bill line creates a new bill line for the net change.

Participant Notes:

Walkthrough/Activity

We will now complete Activity 8: Creating a Net Bill Line Adjustment in your Activity Guide.

Lesson Review

In this lesson, you learned:

- How to credit a bill and create a rebill
- How to credit an entire bill and rebill
- How to credit a bill line and apply it to an existing bill
- How to create a bill line reversal and rebill
- How to create a net bill line adjustment

Walkthrough/Activity

We will now complete Activity 9: Crediting, Adjusting, and Rebilling for Bills in your Activity Guide.

Additional Resources

The following are additional resources that provide more detail about the topic we have covered:

- SMART Glossary
  http://www.da.ks.gov/smart/training/coursematerials/
- Accounts Receivable and Billing Business Process Flows
  http://www.da.ks.gov/smart/training/coursematerials/
- SMART Accounts Receivable and Billing Job Aids
  http://www.da.ks.gov/smart/training/coursematerials/
- Department of Administration Accounts and Reports
  http://www.da.ks.gov/ar/

Participant Notes: